

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Concote Corporation

Texas Manufacturing Assistance Center

Concote Corp. Achieves Iso 9002 Certification

Client Profile:

Concote Corporation is a privately held Texas corporation established in 1974. Company headquarters are located in Dallas, and additional operations are located in Tyler, Texas. Concote employs 150 people and posts annual revenues in excess of \$20 million. The InsulFab Division fabricates foam goods, synthetic rubber products, foils, fiberglass, plastics, and other composite materials that primarily serve as acoustic, thermal, and electromagnetic barriers and insulators.

Situation:

In June 2000, a prospective customer requiring ISO 9002 compliance from its suppliers visited Concote to evaluate its quality system. At that time, the company was operating under a quality system based on a military standard. As a result, Concote received an unfavorable rating during the audit. To avoid losing any business in the future, Concote made a commitment to adopt the ISO 9000 Quality Management System Standard.

Concote faced several challenges in its implementation of the ISO standard. First, the company has both distribution and manufacturing processes, which required unique procedures. Second, Concote has multiple worksites, so training had to be coordinated between locations. Finally, production operations are extremely diverse in nature, requiring procedures broad enough to encompass all processes. Concote turned to the Bill J. Priest Institute (Dallas Community College District) to train key leaders in the company and to the Texas Manufacturing Assistance Center (TMAC), a NIST MEP network affiliate, for implementation assistance.

Solution:

TMAC worked with an internal team of individuals from Concote's quality, production, and senior management staff. Together, the quality team developed an action plan and implemented each item on the list. TMAC helped Concote document its new policies, processes, and procedures in compliance with ISO requirements. Finally, TMAC walked the team through an internal audit and trained it to conduct similar audits in the future.

Concote received its ISO 9002 certification in a mere nine months. Since receiving its certification, the prospective customer that sparked the change has approved Concote as a supplier, and total business is expected to grow by well over 10 percent. Concote additionally made many improvements to its

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operations over the course of the quality implementation and is now reaping the benefits of those impacts.

Results:

Received ISO 9002 certification in less than 9 months.

Reduced internal scrap by more than 30 percent.

Improved customer acceptance rate for manufactured product to 97.5 percent and climbing.

Estimate annual sales impact at \$1 million.

Reduced annual costs by \$20,000.

Testimonial:

"Concote has once again been able to enhance our capabilities with a greater emphasis on customer satisfaction, proper work instructions, and employee involvement. This project with the Texas Manufacturing Assistance Center has already opened doors that were closed due to the inefficiency of our previous quality system."

Johnnie Abbott, Quality Manager